

UTILITY SERVICE REPRESENTATIVE III*Class Definition*

Under general supervision, provides lead direction to field representatives assigned to servicing single and multi-family residential, commercial and industrial City water system users; and performs specialized field and public contact work.

Distinguishing Characteristics

Utility Service Representative III is the advanced working/lead level class in the Utility Service Representative series. The position is responsible for training and prioritizing and assigning work of field employees in the Billing and Special Collections Section of the Department of Administrative Services. This class is distinguished from Utility Service Representative II in that the latter performs journey level field duties. It differs from Revenue Supervisor in that the latter is the first-line supervisory class.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Provides lead direction to and assigns, prioritizes and monitors the work load of Utility Service Representatives.

Maintains records of field staff productivity; prepares monthly productivity and water usage reports based on this information.

Explains billing system to customers; answers customer complaints, including providing advice and counseling as necessary.

Conducts property inspections of commercial water users facilities and equipment; verifies correct billing and inspection schedules.

Develops and conducts water meter repair and other field training for staff.

Coordinates and communicates with other divisions on common issues involved with providing utilities services.

Answers customer inquiries explaining water system billing information and water regulations.

Performs related duties as required.

Knowledge, Abilities and Skills

Knowledge of the geographic layout of the city of Fresno and corresponding utility service area.

Knowledge of the operation of the City's water service system.

Knowledge of applicable municipal codes related to City utility services and regulations pertaining to billing and collections procedures.

Ability to plan and schedule the work, and provide lead direction to, a small group of skilled or semi-skilled workers.

Ability to make operating decisions independently in accordance with established policies, regulations and procedures.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Ability to effectively and courteously explain water billing system and departmental regulations to the public.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to utilize sound judgement, produce accurate measurements, and maintain and record technical and administrative information.

Ability to perform simple mathematical computations and check figures rapidly and accurately.

Ability to compile and maintain complex and extensive records and files.

Ability to walk for long periods of time and to work outdoors in various weather and unpleasant conditions.

Ability to operate light equipment.

Minimum Qualifications

Two years of experience as a Utility Service Representative II with the City of Fresno;

OR

Four years of experience involving direct public contact work gained in a utility service and/or bill collection setting.

Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

Bilingual abilities as may be required to meet community needs.

APPROVED: _____
Director of Administrative Services

DATE: _____

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